

PLAIN TALKS

December 1989

Volume 68 Number 9

*From North Pole to utility pole –
a Merry Christmas to all!*



A collection
of Christmas memories

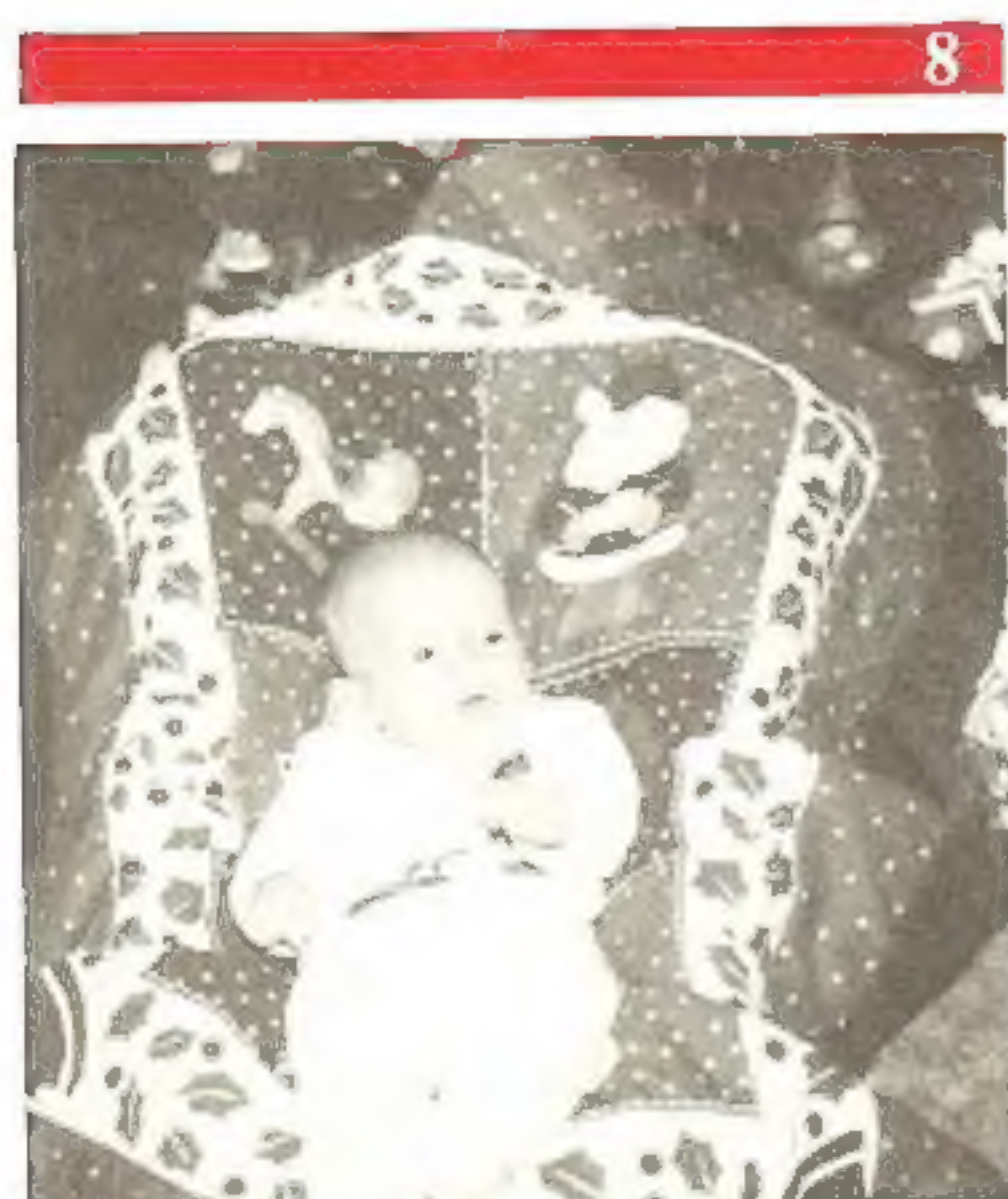
A gathering
at Lake Arthur

A taste
of holiday magic

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8



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About the cover

Santa Claus, played by Tommy Elliott, service foreman, Beaumont, waves hello and wishes everyone a Merry Christmas and a Happy New Year from GSU's version of the "North Pole." Photo by Scott Harper.



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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

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Sideliners gather for food, fun and friendship

In October, 190 retirees gathered at the Lakeshore Club in Lake Arthur, La., for the annual systemwide Sideliners' meeting. Representatives from all five division Sideliner clubs were present.

This year's get-together was sponsored by the Lake Charles Sideliners Club. According to Susan Buford, secretary-executive and GSU contact for the Lake Charles Sideliners, each division club takes turns hosting the meeting. "They have a system committee made up of people from all of the clubs that meets to plan the event," says Buford.

Plain Talks editor Scott Harper was at the meeting and took the following photos.



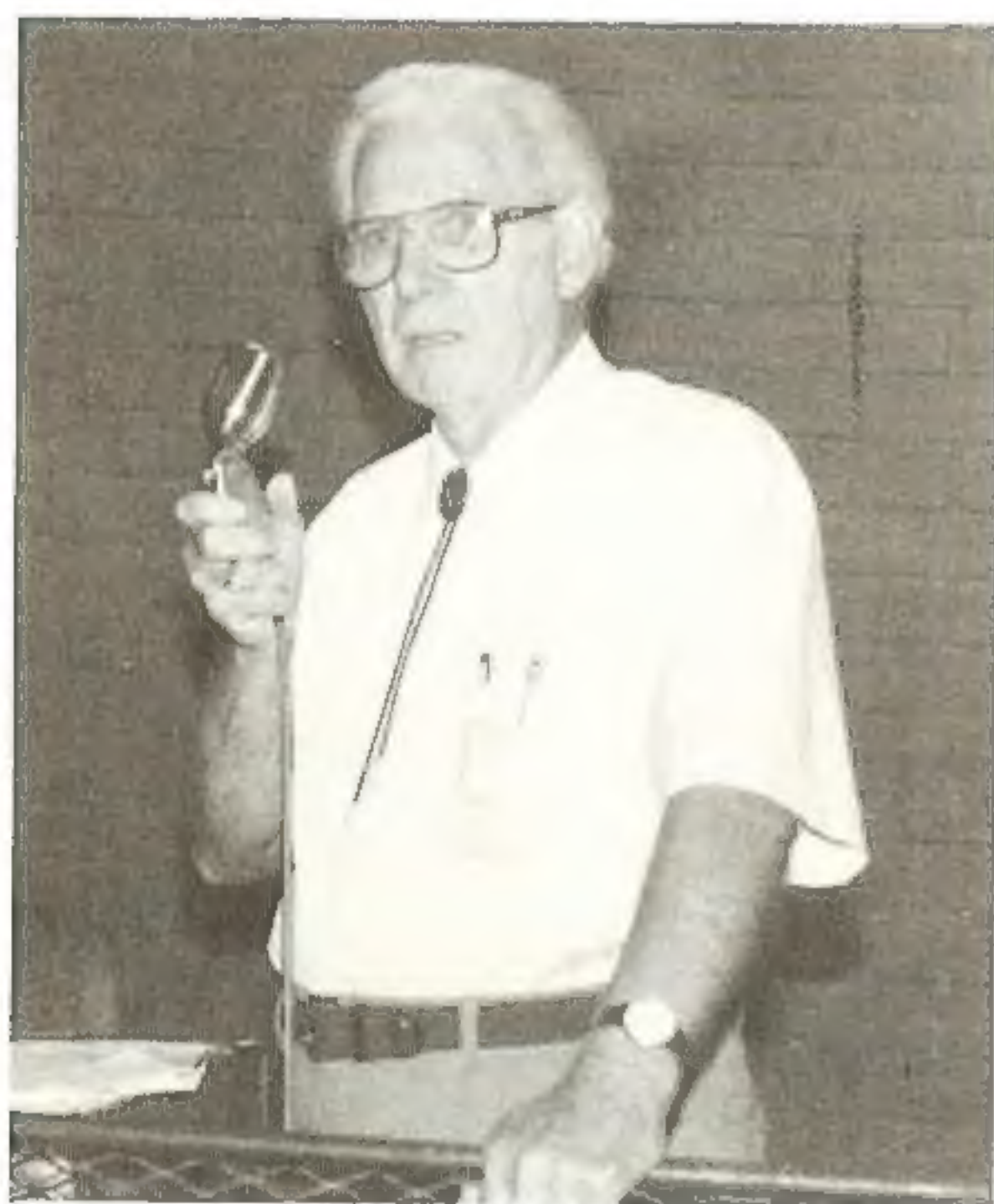
Lake Charles Division Sideliners



Beaumont Division Sideliners



Baton Rouge Division Sideliners



Melvin Garman, Lake Charles Sideliners vice president, emcees the program.



Port Arthur Division Sideliners



Western Division Sideliners

'Tis the season for cooking and goodwill

by Ann O'Neill

The sights and aroma of delicacies in the kitchen are part of the magic of the holiday season. Customer service groups in Louisiana and Texas have combined this magic with programs to gain goodwill for GSU.

The programs include cooking from the latest holiday recipe booklets, demonstrating the newest small electrical appliances, giving holiday lighting and safety tips and creating craft ideas.

"These programs were a big annual event many years ago," says Connie Calfee, customer information coordinator, Conroe. In 1984, they were revived in Western, Beaumont and Port Arthur divisions and continue to be very pop-



Left to right, Davis and Gallagher prepare holiday goodies in Baton Rouge.

ular, particularly with women's organizations and senior citizens' groups.

Pris Gallagher, coordinator-Louisiana communications, explains, "At a time when our customers are paying more for everything they purchase, they appreciate this added service. The Louisiana Communications group decided to bring back the proven public relations tool in 1988 in an attempt to give customers a little extra." Local women's organizations enthusiastically supported this decision. Approximately 1,500 women in 16 parishes attended the 1989 programs. Also, two programs were conducted for employees in the Essen Lane Auditorium during lunch.

Others presenting programs include Shivaun Davis, nuclear communications coordinator, Baton Rouge; Liz Duhon, customer information coordinator, Lafayette; and Margaret Harris, customer information coordinator, Lake Charles. The LSU Cooperative Extension Service was supportive of this effort, as well.

Thirty-five holiday programs were held in the Western Division. Carol Morris, Conroe customer information coordinator, and Calfee handled this project.

"It provides more personal contacts with the customers and gives

them an opportunity to ask questions or make comments relating to other facets of GSU," states Morris. The senior citizens' group at the Bethel Baptist Church in New Caney volunteered positive comments on the Seniorwise program and the improved electrical service in their area during a recent holiday program.

Sue Williams, supervisor-customer services, Port Arthur, reports that 17 holiday programs have been held in the Port Arthur area since October. She was assisted by Brenda Broussard, customer information coordinator, and Sue Simon, senior energy auditor. "These programs are an excellent public relations vehicle because the customers develop a one-on-one relationship with someone from Gulf States. They feel they have a friend inside GSU who will help," Williams explains.

Beaumont Division held a total of 20 programs this season - two in conjunction with the local county extension offices. "Our customers have enjoyed the holiday programs and feel we have done our part to bring back the 'good ole days,'" says Jonell Barrett, Beaumont customer information coordinator. Barrett included employees and their spouses by hosting holiday programs during lunch in the district offices.



In Conroe, Morris includes creative ways to package holiday dishes. Photo by Connie Calfee.

CHOCOLATE TOFFEE BARS

40 saltine crackers
1 cup sugar
1 cup margarine

One 12 oz. pkg. chocolate chips
1 cup chopped pecans

Preheat electric oven to 350 degrees. Spread crackers evenly on 11 x 17 cookie sheet. Set aside. Melt sugar and margarine over medium heat. Simmer for 5 minutes, stirring frequently. Pour sugar mixture evenly over crackers. Bake for 5 minutes. Remove from oven and sprinkle chocolate chips on top of crackers. Return to oven until chocolate chips soften. Remove from oven, spread melted chocolate evenly over crackers, sprinkle with chopped pecans and let cool. Break into pieces the size of crackers. Makes 40 bars.

Taken from "Holiday Magic," Louisiana cookbook.

EARTH BREAD

3 eggs
1 c. vegetable oil
1 tsp. vanilla
2 c. sugar
2 c. whole wheat flour
1 c. all-purpose flour
1 tsp. baking soda
1/2 tsp. baking powder

1 tsp. salt
1/4 tsp. cinnamon
3/4 tsp. pumpkin pie spice
1/2 c. carrots, finely grated
1 c. zucchini, finely grated
1/2 c. bananas, mashed
1/2 c. nuts, chopped

Mix first 4 ingredients; set aside. Sift next 7 ingredients; add to egg mixture. Add carrots, zucchini, bananas and nuts, mixing well. Pour into two greased and floured 9 1/2 x 4 1/4 x 3 1/2 inch loaf pans. Bake at 375 degrees for 55 minutes to one hour. Cool. Remove from pans. Drizzle with glaze. Yield: 2 loaves.

Glaze

1/2 c. sugar
1/2 c. water

1 Tbsp. butter or margarine
1/2 tsp rum flavoring

Combine sugar and water. Boil 5 minutes. Add butter and rum. Pour over bread.

Taken from "Holiday Visions," Texas cookbook.

New checks, save time, paper and money



Left to right, Carol Blackwell, confidential records clerk, and Green verify the accuracy of a randomly-selected check.

story and photos by Robert Adams

One simple pleasure for a GSU employee can be payday, when he or she grabs that payroll packet, tears off the perforated end and peels back the top layer to reveal the company's monetary compensation for work performed. Even direct depositors, who have no check enclosed, scrutinize the carbon-copied stub, looking for the amount deposited and the deductions taken. The payroll form will soon change.

"We need a new system for several reasons," says Skippy Green, supervisor-payroll administration. "The packet system we use now is expensive. Plus, the relatively poor quality of the carbon copies sometimes makes it hard for employees and their banks to read the checks." He says the search ended with the discovery of a special paper folding machine and Computer Applications' recently-installed duplex laser printer.

If you haven't already, you will soon receive a new style payroll

check. No longer will it be a multi-layered carbon-copy packet. Now it will be a single sheet of paper, folded into thirds, glued and perforated on each end. Green says the Payroll Department has looked for a new payroll process since 1986.

"Employees will see much more information about their paycheck."

Skippy Green

The check stub will occupy the top two-thirds of the sheet. The check will be separated by a perforation at the lower third. Employees will merely tear off the check and negotiate it. The significant change from the old-style check, however, is in the stub.

"Employees will see much more information about their paycheck," says Green. "We will list details

about their pay, like shift time, overtime, vacation, vehicle use, meals and moving expenses. And we will also detail their deductions, instead of the cryptic listing they see now." Also, the stub will include a monthly statement of the employee's merchandise account activity, eliminating the current need for a separate statement.

Besides giving more detail, the new checks will cost less to produce. "The laser printer allows us to use one sheet of plain, white paper to print a check," continues Green. "The old packet process uses several layers of carbonized paper. And it involves a separate step to add the signature, then another to burst the packets from a protective cover sheet. The new process uses one step to print and sign the check, then another to fold, glue and perforate it." He adds that the new payroll check process should save GSU about \$12,000 a year.

The new process saves time, too,



Left, Carole Deloach, computer operator, sets the duplex laser printer to run a batch of payroll checks. Below, an example of how the new checks will appear.

says Green. "We run all of the management payroll at once. That makes it the largest single payroll run, about 2,500 checks. With the laser printer, we should be able to print them in less than two hours."

Other areas of the company will use the new printing process. Already, Accounting uses the system to print the daily run of customer disconnect notices. It will soon use the system to print accounts payable checks, credit balance refund checks, equal pay notices and W-2 statements.

As our company continues to computerize, modernize and upgrade its operations, one thing seems certain: no matter what new system prints the payroll check, the money will still spend the same old way.

This line and the next 14 lines will be the message area. Messages printed here will be the same for every employee.

STATEMENT OF EARNINGS

Name : Check No : 1111300 Period Ending
SSN : Check Date : 11/30/89 11/30/89

EARNINGS			DEDUCTIONS			ANNUAL SUMMARY
	HOURS	WAGES		CURRENT	YTD	
Straight Time		1,509.90	Federal With. Tax	180.58	3,565.85	GROSS WAGES
Overtime	12.50	217.59	F.I.C.A.	131.49	2,622.72	34,922.88
Shift #3 Straight	40.00	17.60	THRIFT PLAN	89.00	961.00	W2 EARNINGS
Shift #3 Overtime	7.00	3.08	U. S. SAVINGS BOND	25.00	550.00	34,922.88
Shift #2 Straight	40.00	12.80	UNITED APPEALS- BEAU	2.00	22.00	
Shift #2 Overtime	3.50	1.12				
Excess Life		5.04	Total Deductions	428.27	7,721.57	
Meals		21.00				
TOTAL EARNINGS		1,788.13				
TAXABLE EARNINGS		1,788.13				EXCESS LIFE
Less: Excess Life		5.04				54.18
Less: Deductions		428.27				TAX SAVER
NET CHECK AMOUNT		1,320.22				626.24

GSD 5615 (5-89) (JUL)



GULF STATES UTILITIES COMPANY

000131

Check Date	Soc. Sec.	Period End	Number
11/30/89		11/30/89	1111300

Pay To The
Order Of:

Amount

\$1,320.22**

ONE THOUSAND THREE HUNDRED TWENTY DOLLARS AND 22/100 CENTS

PAYABLE AT
FIRST CITY TEXAS-BEAUMONT N A
BEAUMONT TEXAS

Robert K. Russo

⑈000131⑈ ⑆113100240⑆ ⑈0946556256⑈

"My most memorable

Christmas time is, for many people, a busy time of the year. Our spare time is filled with shopping at malls, cooking holiday goodies, decorating the house, sending Christmas cards, going to parties, taking the kids to see Santa Claus and seeing lots of family.

Through all of the hustle and bustle, we gather and store memories for a lifetime. All of us have a special Christmas that stands out in our memory.

Plain Talks correspondents asked employees to think back, recollect and share their most memorable Christmas.



Cyndee Williams



Wendy Seay and (inset) Justin

Audrey McDonald, PBX receptionist, Orange:

"When I was eight or nine years old, I got my very own pair of roller skates. Some Christmases and birthdays, my parents bought one gift that my identical twin sister and I could share because that is all they could afford. We were never unhappy with that situation, but that particular Christmas, we wished so very much that we would each get a pair of skates.

"I will never forget the thrill and excitement that Christmas morning to discover **two** pairs of skates. How much fun to want so little and be so happy to get it! Having a twin sister and baby brother to share my childhood certainly outweighed not being privileged with material things. I am confident that because we loved and shared, I am much more appreciative than I may otherwise have been."

Cyndee Williams, departmental clerk, Port Arthur:

"This will be a double memorable Christmas for me. According to the ultrasound, my husband and I are expecting twins on Dec. 14!"

Wendy Seay, departmental clerk, Beaumont:

"The Christmas that stands out in my mind was December 1986. That was the first Christmas for my oldest son, Justin. From the time the tree was up and decorated, he would crawl up to it, stand and point at just one ornament and one light everytime.

"About a week before Christmas, we were at my Dad's house when Justin took his first steps. By Christmas Eve, he was getting the hang of walking. That made this Christmas a very special one."



L to R, Audrey McDonald and twin sister Flaudry Plant.

Glenn Tarver, collector, Orange:

"The first Christmas following our marriage, my wife, Vivian, excitingly began cooking our Christmas dinner (her first time to fix turkey and dressing). She baked the dressing, then stuffed the turkey. Following the baking time for the **dressing**, Vivian removed the supposedly baked turkey from the oven.

"When we sat down at the table to enjoy our meal, I carved into the turkey and discovered it needed no less than two more hours of cooking time! Our meal was put on hold. Thirty-four years later, we still have fun remembering our first Christmas dinner."



Glenn Tarver

Christmas''



Ruby and A. J. Brown

Ruby Brown, customer accounting clerk, Orange:

"My husband, A.J., and I were playing Santa late one Christmas Eve and had empty toy boxes left over. Since it was a cold and rainy night, I suggested we dispose of the boxes by burning them in the Franklin heater. The first doll cardboard box we threw in caused the fire to become very intense and the chimney became bright red.

"Fearing the flames would shoot up into the attic and set the insulation on fire, A.J. climbed into the attic with a water hose and there he stayed until he was positive the danger had passed. A most unusual Christmas Eve!"

Cherie Ducote, customer contact clerk, Denham Springs:

"I moved to Baton Rouge from Indiana in 1979. I wasn't with my family again for Christmas until 1987 when my Mom and Dad flew down for a four-day weekend. This was a special time for all of us because my parents got to spend time with their first grandchild.

"On Friday night, we went out to eat and when the waitress served our dinners, I was dumbfounded to see a topaz and diamond birthstone ring on my plate. When I looked up, my husband said, 'Surprise!' My Mom said it was the first time she had ever seen me speechless."



Cherie Ducote



Brenda Broussard

Brenda Broussard, customer information coordinator, Port Arthur:

"I married my husband 17 years ago just before Christmas on Dec. 23, 1972. So, every year at this holiday time, my most memorable Christmas continues."



Back. Tom and Sheila Smoak, front, Katie, Peter and Patrick.

Tom Smoak, senior engineering assistant, Lafayette:

"Every year is memorable to us. We live in a subdivision where families spend hours and hours decorating their houses, carports, mailboxes, trees, etc. Anything that can be decorated is decorated! There is a traffic jam nightly as thousands pour into the subdivision to view the Christmas displays.

"Friends drop by regularly for hot chocolate and cookies and walk through the area. Hardly a night goes by when the children aren't singing carols for the passing motorists. During the last two weeks before Christmas, the neighborhood men take turns dressing up as Santa Claus and hand candy to children in passing vehicles. We love our community and look forward to Christmas every year!"



Paula and Ryan Colmer

Lanard Meche, relayman-1st class, Lafayette:

"All of our Christmases since we had children have been very meaningful. After Mass on Christmas Eve, we get together with the family to eat gumbo, pop firecrackers and open gifts. Watching the excitement on our children's faces is the only gift we need. Teaching our children to share with families less fortunate than ours is tops on our list.

"One Christmas we found out about two families who were in need. Sharing toys, clothes and goodies with these families brought a lot of joy to our family and made us realize the true meaning of Christmas, which is sharing, caring and bringing joy to others."



Front, Lanard and Bennie Meche. Back, Lana, Javin and Quinn.

Paula Colmer, senior consumer service representative, Conroe:

"Our most memorable Christmas was in 1986. My husband and I had been going through the adoption process for over a year. As the holidays grew closer, we had given up hope of sharing our Christmas with a new baby.

"But, at 2 p.m. on Dec. 16, we got the call that we had a boy! We saw our son for the first time on Dec. 18. Jonathan Ryan Colmer was the most fantastic Christmas present we could ever get and he has made our lives very happy."

Judy Turner, senior stenographer, River Bend:

"In December 1979, my youngest son had an accident which left a hole in his ear drum and this led to a bad ear infection. My husband was going to LSU, we were both working and money was scarce. We spent all of our vacation and Christmas savings on an ear-nose-throat specialist and that meant little money for Christmas presents. After we bought the children something, there was no money left for my husband or me to give each other anything.

"My husband decided he couldn't let Christmas go by without giving me something, so he sold the gold, diamond and onyx cuff links his mother had given him for his high school graduation to a jewelry store. With this money, he bought back four of the diamonds, took my mother's ring band and had the diamonds mounted on it. It was a very memorable Christmas for me because my husband demonstrated the true meaning of Christmas by selling his most valuable and precious possession to give a gift to me."



Kathleen Chelette

Kathleen Chelette, secretary, Orange:

"Growing up, we lived in Houston and my mother's family was from Garnett, Kansas, so every once in a while we got to spend Christmas up there. There were lots and lots of cousins, aunts and uncles and we would all pile up and sleep over at Grandma's (wall-to-wall kids).

"It was always exciting and lots of fun, but the one that I remember most was the time we were snowed in for two days and my Dad was late getting back to work. That was the last white Christmas for us. From that time on, we visited Grandma in the summer."



SERVICE ANNIVERSARIES

November
1989

Service
Anniversaries

30 YEARS

Van N. Kitchens Jr.
Electric T&D
Orange
Dallrie L. Starns
Electric T&D
Baton Rouge
Jo Ann L. Burnett
Electric T&D
Lake Charles

Darrell W. Goodwin
Customer Service
Jennings

20 YEARS

Dempsey L. Franklin
Engineering Services
Beaumont
Anthony Harris
Electric T&D
Beaumont
Linda E. Judice
Electric T&D
Port Arthur

Geralyn E. Ashley
Electric T&D
Baton Rouge
James H. Dornier Jr.
Electric T&D
Denham Springs
Michael J. Granier
Plant Production
Willow Glen

Glen O. Foy
Plant Production
Nelson Station
David P. Trosclair
Electric T&D
Lake Charles
Bobby J. Guidry
Electric T&D
Lafayette

10 YEARS

Pamela B. Walker
Financial Services
Beaumont



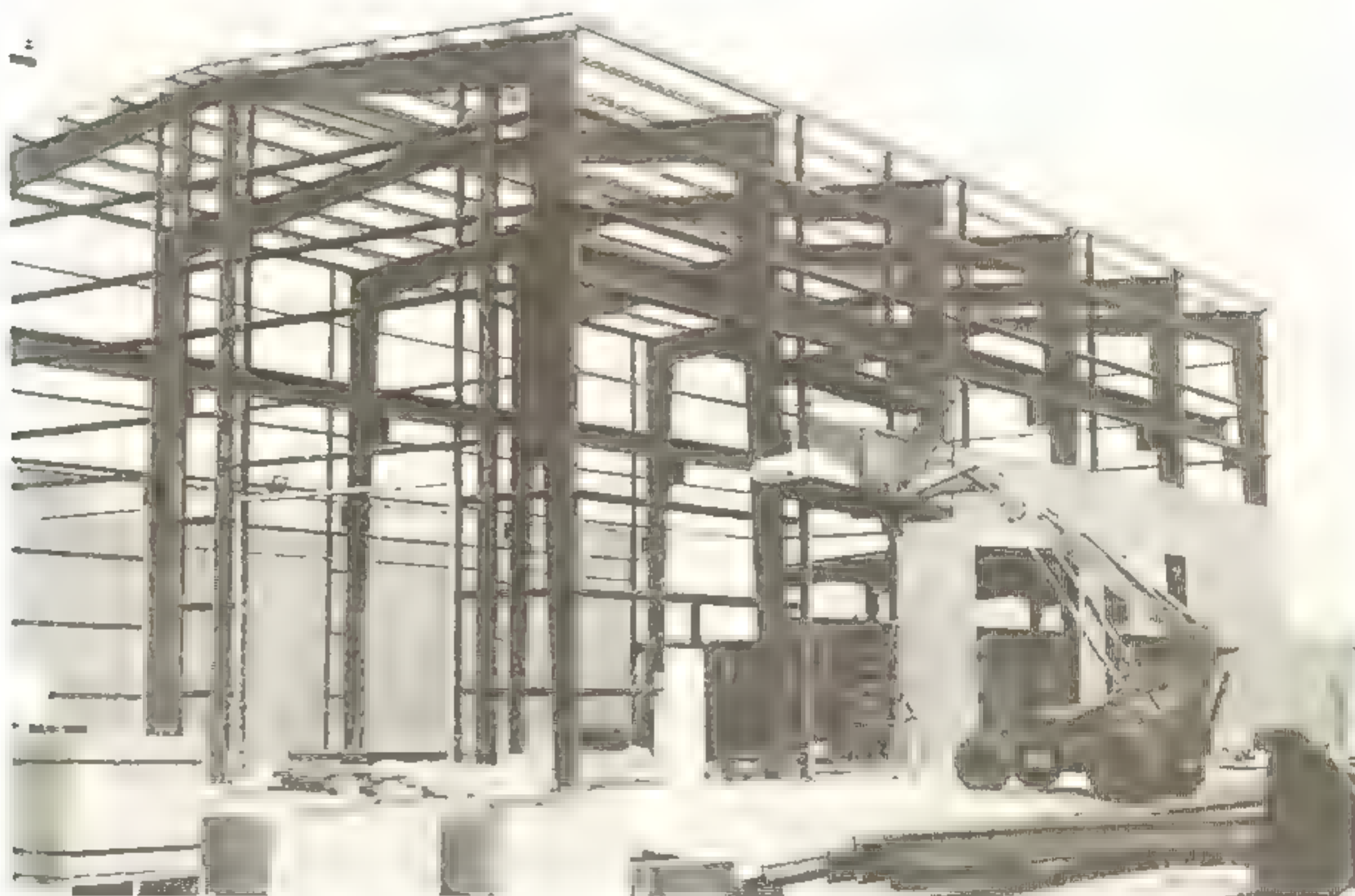
Cheryl R. Ellis
Human Resources
Beaumont
Kenneth C. Hodges
RBNG Technical Svcs.
River Bend

Murphy A. Dreher III
Executive Department
Baton Rouge
Celia M. Settle
Division Accounting
Beaumont

Business expands in Navasota

These photos show the progress Interstate Southwest Forge (ISF) is making with their plant expansion in Navasota that includes two 2300 KW electric induction furnaces and one 500 H.P. electric motor. ISF plans to take service to the first 2300 KW electric furnace in December. Gulf States' Industrial Services group first started discussing induction furnaces with ISF over five years ago.

Jim Mitchell, ISF president, and Everett Johnson, plant manager, also worked closely with former Navasota District Superintendent Louis Sandidge and the City of Navasota. ISF likes Navasota and the GSU service area as proven by their current expansion and new construction. David Richard, Conroe engineer, helped design the new 10,000 KVA, 34.5 KV-4160 volt facility's charge substation serving the new induction



furnaces.

This is another example of the new development helping Western

Division grow and improve the area's economy. Photos by David Richard.

Baton Rouge “detective duo” help police nab robber

Ken Owens and Brenda Beavers have become Baton Rouge Division's most recent “Detective Duo.” Owens and Beavers, both line personnel-1st class, Choctaw Service Center, were working routine maintenance jobs when they noticed a young man running near the intersection of Coursey Boulevard and Sherwood Forest Boulevard. Their “routine” day changed quickly when they saw the man clutching a paper bag and waving a chrome-plated, large caliber handgun at possible pursuers.

The crew made the block in an attempt to keep the suspect in sight,



L to R, Wayne Rogillio, chief of police, Baton Rouge, Owens, Lt. Barker, arresting officer, and Beavers at the “Certificate of Appreciation” presentation.

whereupon, they watched him frantically stuffing the money and the gun in what looked like a pillowcase. The suspect then got up and started running again. Owens decided to follow him at a safe distance by foot while Beavers stayed by the unit to alert the police.

Upon arrival of police, Owens informed them which house the suspect had entered to hide in. The robber was arrested without a confrontation and identified by Owens

to be the man he saw running with the gun.

The crew was awarded the “Certificate of Appreciation” from the City of Baton Rouge by Chief of Police Wayne Rogillio. Baton Rouge Division has proven on more than one occasion the “Fleet Awareness” program really works.

Harriet Babin Miller, marketing supervisor, Baton Rouge, was recently honored as one of eight volunteer activists at the annual awards luncheon presented by the Baton Rouge Speech and Hearing Foundation. It was the 18th award presentation to recognize outstanding volunteer service in the fields of health, education, civic beautification and the arts. Miller was recognized for her contributions in education through the Louisiana 4-H Foundation Fund, the Baton Rouge Chamber of Commerce and the Louisiana Association of Business and Industry. (l to r) Jim Moss, vice president-marketing, Beaumont, Miller and Rufus Mier, marketing superintendent, Beaumont, at the awards luncheon.



With posters, kids say "no" to drugs

In recognition of National Drug Awareness Week in October, the Edison Plaza Employee Advisory Service (EAS) sponsored a poster contest for employees' children. "We wanted to get the employees' families involved in some way," says Linda Berger, key entry operator-senior and EAS chairperson. "We felt the poster contest was a good way to do that."

Berger says entries to the first annual contest captured the spirit of the event. "It wasn't just art. The kids really made a statement about the fight for a drug-free workplace," says Berger.

Winners for Category I (up to nine years old) were 1st-Alicia Schaper, daughter of David Schaper; 2nd-Holly Hester, daughter of Sandy Hester; 3rd-Leslie Adams, daughter of Robert Adams; and 4th-Regina Dixon, daughter of Linda Dixon.

Category II (10-14 years old) winners were 1st-Emily Ward, daughter of Jennifer Stanfield; 2nd-Lee Conner, grandson of E.R. Eichelberger; 3rd-Ryan Ellis, son of Cheryl Ellis; and 4th-Jessica Steger, daughter of Jerry Steger.

Category III (over 14 years old) had one winner, 1st-Michelle Brown, daughter of Earline Brown.

"I think the contest went well for the first time," says Berger. "We're expecting it to be even better next year."

Tom Hardy



L to R, Eichelberger, Ellis, Steger, Adams, Hester and Dixon with winning posters.

Scott Harper



The City of Beaumont was awarded the Governor's Community Achievement award in July for being the cleanest city in Texas and a plaque was dedicated in September. The Clean Community Commission (CCC) of Beaumont organizes several cleanup projects a year in which GSU Reddy Volunteers participate. Attending the plaque dedication were (l to r) Kyle Todd, chief distribution engineer; Maree Calcote, CCC chairman; Sam Bethea, customer services coordinator and Hardin County Keep Texas Beautiful chairman; Arden Loughmiller, Beaumont Division vice president; Debbie Morrison, supervisor-customer services; Janet Thomas, energy cost analyst; and Bruce Drury, CCC member.



The Beaumont Master Track & Field Club participated in a Master Track and Field event in Pasadena this past August. The 4 x 100 meter relay team, consisting of GSUers Glen Hayes, substation mechanic-1st class; Willie Taylor, substation mechanic-1st class; Leon Aiena, truckdriver-T&D; and Thomas Lightfoot, consumer services representative; all of Beaumont, placed first with a time of 44 seconds in the 30-35 age group. In the same age group, Taylor won the 100 and 200 meter race while Aiena placed third in the 100 meter run. In the age group 40-44, Ed Stewart, Neches Station electrician-1st class, placed second in the 400 meter race and third in the 300 meter race. (l to r) Stewart, Hayes, Taylor, Lightfoot and Aiena.

MAILBOX



Wilma Shaw



Jones

Feline favor

Judy Hickey, Beaumont customer, writes to thank **Mike Jones**, serviceman-1st class, Beaumont for his assistance in rescuing a cat.

"I called the Fire Department and the Humane Society to rescue a cat who had been in a tree for three days. They explained to me they could not assist me. At last resort, I called GSU. One of your workers (Jones), on his own time, tried to get the cat down. I appreciate the time your worker spent and his concern for the cat. You have some great people at GSU!"

Times of need

"Thank you for your prompt and very helpful attention to my wiring problem," writes Randy McAlpine, Beaumont customer and GSU retiree, to **Arden Loughmiller**, Beaumont Division vice president. "Not only did **Mike Jones** immediately and very efficiently find the problem, but he showed me how to repair it and gave me the names of shops where I could get the parts."

"It has been hard for us moving into a smaller home, but it sure is comforting to know there is someone like GSU to call on in times of need."

Jones is a serviceman-1st class in Beaumont.

Something good

"I just wanted to write this note to say something good about your Woodlands branch servicemen," writes The Woodlands customer Mrs. J.M. Mitchell. "We have been having some problems with loggers cutting down trees and letting them fall on our power lines."

"The service people in your Woodlands branch have been very quick to come and take care of the problems. I know you hear more bad than good so I just wanted to let you know that we really appreciate them and their concern."

Employees assisting Mrs. Mitchell were **Lloyd Stuart**, utility foreman; **Jody Overbeck**, lineman-1st class; **Darrel Trammel**, apprentice lineman; **Doug Mertz**, apprentice lineman; **Maurice Albert**, lineman-1st class and **Ivy Bell**, serviceman-1st class.

Homecoming lights

After a fire at their home in 1987, Beaumont customers E.J., Nita, Eddie and Mike Campbell were ready to move back in last August. In a letter to **Arden Loughmiller**, division vice president, Beaumont, they are thankful for GSU's assistance in getting their lights on:

"We were told by the inspector that our lights probably wouldn't be turned on until Thursday. Thanks to you and your staff, we had lights Wednesday at 4:30 that afternoon. We were able to sleep in our own beds. Words alone cannot express our appreciation for your help. It's good to be 'home.' "

Satisfied customer

When Sunset, La., customer Robert M. Cole returned his customer satisfaction survey to the Lafayette office, he included comments about GSU's assistance in hooking up power to his trailer. Cole bought some repossessed property from a bank which resulted in the property lines being changed by 50 feet where service poles were located. The new owner of the 50-foot piece would not give GSU a right-of-way to service Cole's newly-moved mobile home. Gulf States determined the service poles would have to be relocated to the new property line and obtained permission to run a temporary line.

"This kept my family from being without power until the service poles could be moved. **Ramona Fontenot** did a superior job keeping us informed of the progress ... Special thanks, too, to the right-of-way men for their efforts ... We were not sure if or when we might have service; but, due to the commitment of the employees of GSU, we had power as soon as our trailer was ready."

Fontenot is a customer service representative in Lafayette and the two right-of-way men he refers to are **John Hollier**, Lafayette right-of-way representative, and **Ray Robin**, Church Point superintendent.

Kinder and gentler

Colmesneil customer Midge Duhon sent in these comments concerning 55 acres of land near Sabine Station being designated a waterfowl refuge:

"I heard on Channel 6 news that you all were going to provide a place for the wild ducks. I think that is great. People like you all (and we sure need more) are the ones who will make this a kinder, gentler nation. I wish you all much success."

USL tours GSU

Bill Luther, supervisor-substation, relay and communications, Lafayette, received this letter from William A. Klos, head, Department of Electrical and Computer Engineering, University of Southwestern Louisiana, Lafayette.

"On behalf of the students and faculty members who visited the Nelson coal-fired generating station and the Richard substation, I wish to thank you personally for being the tour guide ... Please convey the appreciation of myself, the faculty and students to **Burt Duhon** and the administration of Gulf States for providing the opportunity for the field trip. I hope we can do this every year."

Duhon is supervisor-customer services in Lafayette.

Heat pump help

"A little bird told me that I have you to thank for your excellent help and expertise on the production of the LHPA letters," writes A. Ray Gates, president, Louisiana Heat Pump Association, Lake Charles, to **Nancy Guillory**, stenographer-senior, Lake Charles.

"I have found that there are not too many really dedicated people around that we can offer our utmost thanks to for a job well done and sometimes we seem to forget to thank them ... In your case, I sincerely thank you for your effort and help."

Ringling the school bell

On October 16, Linden J. Parrish, Ed. D., superintendent, Cleveland Independent School District, phoned GSU at 6:30 a.m. and reported power lines at Cleveland High School were down due to a fallen tree.

"I indicated plans for opening all schools. Gulf States employees were especially gracious," he writes to **Charles Enloe**, district superintendent-Cleveland. "The crews arrived promptly and power was restored by 8:15 a.m. I appreciate the special attention and courtesy extended to me."



Safety Representative Wayne Barnett presents safety tips at Kinderventure, a children's health fair at Central Mall in Port Arthur.

AC for ABCs

"I am writing this letter to commend the Gulf States employees in the Woodville area," writes Dorman Jackson, superintendent, Woodville Independent School District, Woodville.

"During the recent storm, Gulf States cooperated with our school to insure that all power was on by the start of school. It's nice to work with **Gene Koci** and his employees."

Koci is district superintendent in Woodville.

Starting new roads

Lena Jewell, Team City committee member, New Roads, La., is starting a new business and has been in contact with **Sam Richardson**, economic development agent, Baton Rouge. She writes to thank him for a recent visit to the data center in Beaumont.

"I feel that I have learned a lot with 'Team City' and GSU is to be complimented for such an excellent program. Please extend my 'thank you's' to the nice people in Beaumont."

Health fair thanks

Barbara Ford, marketing director, Central Mall Merchants Association, Port Arthur, sent this thank you to **Ron McKenzie**, Port Arthur Division vice president:

"Thanks for taking part in the children's health fair and a great big 'Thank You' for taking part in our First Tuesday Programs for senior citizens. You have great people working for you!"

PLAIN TALKS

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(Left) Sue Simon, senior energy auditor, Port Arthur, assists Ann Steiner (right), Houston home economist and microwave specialist, in a holiday microwave cooking program presented in the Edison Plaza cafeteria. Steiner is a syndicated columnist appearing in 120 newspapers across the country and has co-authored two microwave cookbooks. "We did this as a thank you to our customers," says Jonell Barrett, customer information coordinator, Beaumont. "We get calls about microwave cooking and we felt this would be a good, informative program." Steiner presented two programs to over 140 people. For more on GSU holiday cooking activities, see pages 4-5.